Domestic letter with tracking Imprint

Service guide – March 2025

Australia Post

Domestic letter with tracking Imprint Terms and Conditions

The Australia Post Terms and Conditions (AP Terms) govern the use of Domestic letter with tracking Imprint. The AP Terms can be found at **auspost.com.au/terms-conditions**. Section 6 of the AP Terms contains the Service Schedules with the relevant terms and conditions for each of the bulk mail services. Please ensure that you are familiar with the AP Terms before using the Service.

Disclaimer

This guide presents the Domestic letter with tracking Imprint service and explains its conditions of use. It is intended for the guidance of customers in preparing and lodging articles within Australia for carriage by Australia Post.

Although correct at the date of publication, conditions are subject to revision from time to time and services may be modified, added to or withdrawn. Up to date information may be obtained from any Post Office.
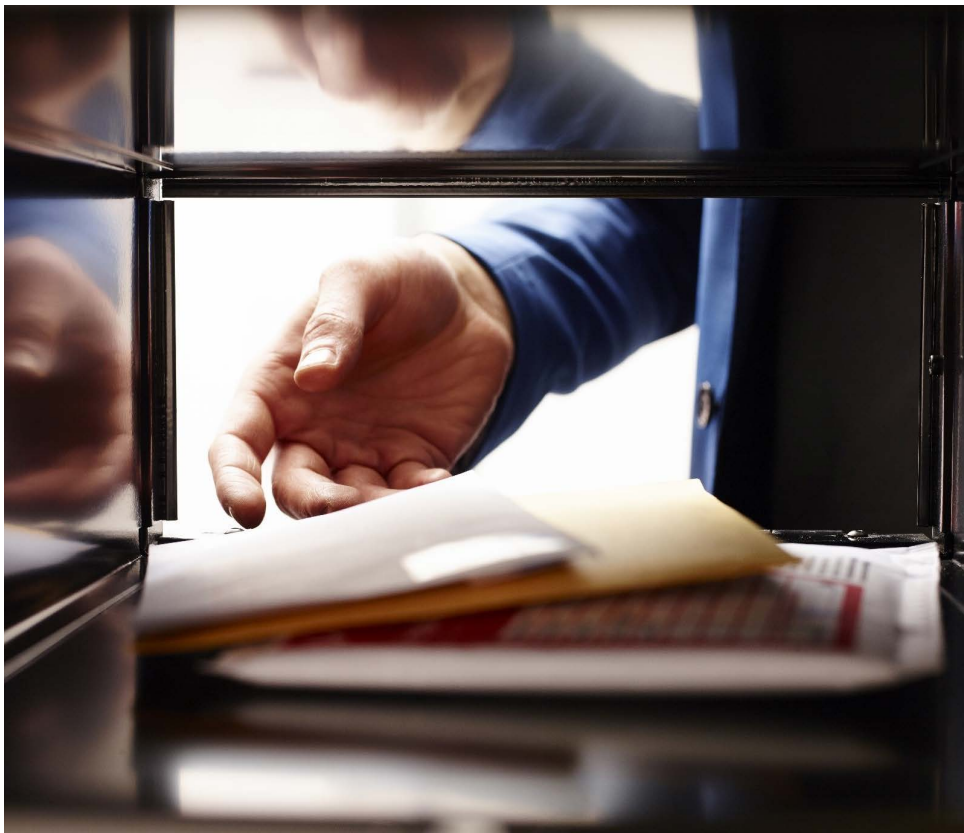
❓ Do you send important items such as financial documents, credit cards or gift cards?

❓ Do you want to track the delivery of your items?

❓ Are you able to generate 2D barcodes on your articles?

❓ Do you lodge 10,000 or more articles per year?

✅ **Then Domestic letter with tracking Imprint may be for you!**

Contents

What's in the guide?

This guide contains three simple sections: Domestic letter with tracking Imprint basics, article preparation and lodgement.

In addition, there is a section for barcoding specifications.

Section 1 – Basics

This section provides a brief overview of the service. You can then progress to the more detailed sections of article preparation and lodgement.

Section 2 – Article preparation

This section provides information on how to correctly prepare articles ready for lodgement. It covers size and weight, article type and paper stock, barcoding, inscriptions, layout and addressing requirements.

Section 3 – Lodgement

This section provides all you need to know to successfully lodge your Domestic letter with tracking Imprint articles. It covers sort categories, how to prepare letter trays and completing and affixing tray labels, through to lodgement documentation and where to lodge articles.

Section 4 – Barcoding print specifications (addresses)

This section provides detailed information on the AMAS program, the Postal Address File (PAF) and printing the 4-state barcode.

1. Basics

1.1   What is it?

Domestic letter with tracking Imprint is an Australia Post service for the tracked delivery of large volumes of barcoded or unbarcoded articles to addresses within Australia.

1.2   Why use it?

Domestic letter with tracking Imprint offers:

• bulk mailings of barcoded or unbarcoded addressed articles

• the ability to track and report on the delivery status of each article

• the option of providing your recipients with tracking notifications

• Priority or Regular delivery.

1.3   What can I send?

Domestic letter with tracking Imprint is a service for sending documents or similar flat and flexible items.

Examples of acceptable items include:

• licences or ID cards

• tickets

• debit and credit cards

• membership or loyalty cards

• SIM cards

• gift cards.

1.4   Who can use it?

This service is available on a contract basis only. To qualify you must:

• be sending acceptable content types

• be able to generate and print GS1 DataMatrix (2D) barcodes

• lodge a minimum of 10,000 articles per year. There is no minimum quantity of articles per lodgement.

• lodge at the approved lodgement facilities specified in section 3.5.3.

1.5   How to apply

Please contact your account manager.

1.6   Preparation basics

Information in this section provides an overview of article preparation. Detailed information can be found in the Article preparation section.

1.6.1   Article size, weight and type requirements

Domestic letter with tracking Imprint is available for *Small*, *Small Plus*, and *Large* size categories.

Articles can weigh up to 500 grams.

Attribute	Small	Small Plus	Large
Maximum weight	125g	125g	125g, 250g or 500g
Minimum size	88 × 138mm	88 × 138mm	—
Maximum size	130 × 240mm	162 × 240mm	260 × 360mm
Maximum thickness	5mm	5mm	20mm
Shape	Rectangular†	Rectangular†	Rectangular†
Common examples	C6 (114 × 162mm) DL (110 × 220mm) DLE (114 × 225mm) DLX (120 × 235mm)	C5 (162 × 229mm)	B6/C4 (125 × 324mm) C4 (229 × 324mm) B4 (250 × 353mm)

† It is preferred that the length is at least 1.2 times the width. Articles with a length less than 1.2 times the width may be accepted subject to satisfactory test results – see section 2.11.

Articles must be envelopes. Plastic wrapped articles are not accepted.

Acceptable content

Contents of Domestic letter with tracking Imprint articles must be documents or similar flat and flexible items.

Examples include:

• licences or ID cards

• tickets

• debit and credit cards

• membership or loyalty cards

• SIM cards

• gift cards.

When first applying to use this service, content samples must be provided for approval.

→ See section 2.2

1.6.2 Correct addressing requirements

Detailed information on printing 4-state barcodes can be found in section 4 Barcoding print specifications (addresses).

Articles need the addressed side to be printed with:

❶ the Postage Paid Imprint

❷ the return address, preferred here or on the back

❸ the Domestic letter with tracking Imprint, including the AP Article Id and GS1 DataMatrix (2D) barcode – see section 2.5

❹ a border on the front and back in Pantone© Green PMS 369 – see section 2.6

❺ a delivery address that observes the correct addressing conditions – see section 2.8

❻ an AMAS certified 4-state barcode where assigned (optional – see section 1.6.3)

❼ the Priority delivery indicator, if this timetable is selected.
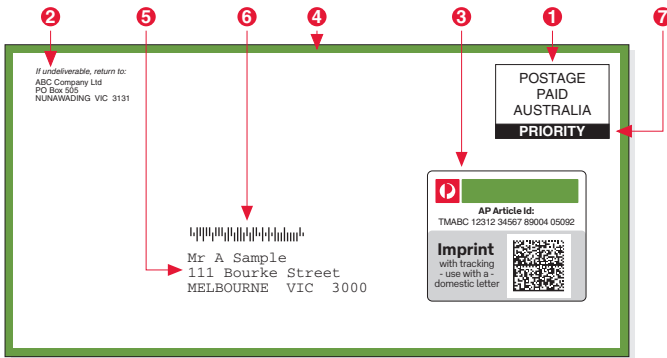
→ See section 2.3

1.6.3 Barcoding (addresses)

Articles can be either barcoded or unbarcoded. When preparing barcoded articles, please refer to the specifications in section 2.9 Barcoding (addresses). Detailed information on printing the 4-state barcodes can be found in section 4 Barcoding print specifications (addresses).

Articles with an invalid 4-state barcode are deemed to be unbarcoded articles.

If 4-state barcodes are printed, it is a condition of the service that current AMAS certified software is used to match:

❶ each delivery address …

❷ to its correct DPID (8-digit Delivery Point Identifier) …

❸ and print this on the article as a correctly formatted barcode.

→ See section 2.9 and section 4

1.6.4 Adding logos, advertising and other printing

Any logos, advertising and other printing must follow the requirements for clear zone areas on the article.

→ See section 2.8 and section 2.10

1.7 Lodgement basics

This section provides an overview of lodgement. Detailed information can be found in the Lodgement section.

Articles should be sorted into *Residue trays* (for barcoded articles) and *Unbarcoded trays*.

Regardless of the category, all articles of the same delivery timetable must be placed into correctly labelled Australia Post letter trays. Both trays and labels can be supplied by Australia Post.
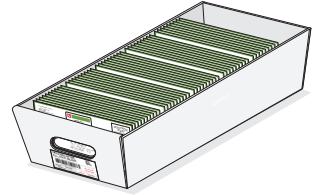
Once a lodgement is prepared and sorted, complete the required information through Australia Post's *Electronic Lodgement of Mailing Statements* system (e-LMS).

The e-LMS mailing statement must be provided upon lodgement. An *AMAS Address Matching Processing Summary Report* should also be provided for any lodgements of 2,000 or more articles that include barcoded articles.

Articles must be lodged at an approved lodgement facility. Refer to section 3.5.3.

Letters Lodgement Correction Fee

Incorrectly prepared articles or articles lodged without the required documentation will be charged a fee. Refer to section 1.10.1 or **auspost.com.au/fees-and-charges-explained** for further information.

→ See section 3

1.8 Delivery timetables

Domestic letter with tracking Imprint articles are delivered with the mail.

Two delivery timetables are available: Priority and Regular – using the same delivery timetables as for the PreSort Letters service. To view delivery timetables, visit **auspost.com.au/LetterTrackingImprint**.

1.9   Tracking

Domestic letter with tracking Imprint articles receive scan events as they move through the Australia Post network, providing you with the ability to track the delivery status. The article may receive a tracking scan when processed via automated mail processing equipment at a facility, and when delivered.

The number of tracking scans will vary depending on how the article is lodged, processed and delivered.

Imprint customers can view the delivery status of multiple items by downloading scan event data extract files.

Information on accessing reporting for Imprint customers can be found in the *Reporting User Guide* provided by your account manager.

Individual articles can also be tracked by entering the unique article ID into the Australia Post online track tool at **auspost.com.au/track**.

Tracking notifications

Domestic letter with tracking Imprint also offers the option of providing recipients with tracking notifications. Information can be found in the *Tracking Notifications Guide* provided by your account manager.

1.10   What will it cost?

The prices vary by size and weight category, the sort category and the delivery timetable. Refer to your contract for detailed pricing.

Payment can only be made by Australia Post Business Credit Account. Payment by postage meter, cash, cheque or credit card will not be accepted.

1.10.1   Letters Lodgement Correction Fee

A fee will be charged when articles are:

• lodged without a mailing statement or other required lodgement documentation

• lodged with an incorrect mailing statement

• incorrectly prepared or presented according to the service guidelines.

For more information go to **auspost.com.au/fees-and-charges-explained**.

1.11   Summary checklist

✅ Domestic letter with tracking Imprint utilises a GS1 DataMatrix (2D) barcode that offers the ability to track scan events of individual articles lodged via bulk mail.

✅ This service is available on a contract basis only, and at least 10,000 articles must be lodged per annum.

✅ There is no minimum quantity of articles per lodgement.

✅ Available for *Small*, *Small Plus* and *Large* size category articles.

✅ Articles must be envelopes, not plastic wrapped.

✅ Article contents must be an acceptable content type.

✅ Sort articles to *Residue trays* (for barcoded articles) and *Unbarcoded trays*.

✅ Lodgements are made through e-LMS. Lodgement is available only at approved lodgement facilities.

✅ Available for Priority and Regular delivery timetables.

2. Article preparation

2.1 Overview

Follow these steps to prepare Domestic letter with tracking Imprint.

1	Check **size and weight** of article matches requirements	2.2.1
2	Check article matches the **type** allowed	2.2.2
3	Check **article layout** addresses all required zones	2.3
4	Check all **inscriptions** are displayed on article	2.4–2.7
5	Follow all **correct addressing** requirements	2.8
6	Check all elements of the **barcoding** process are followed	2.9
	You can now prepare to lodge	3

2.2 Article characteristics

2.2.1 Article size and weight

The size categories eligible for the Domestic letter with tracking Imprint service are *Small, Small Plus* and *Large*.

Attribute	Small	Small Plus	Large
Maximum weight	125g	125g	125g, 250g or 500g
Minimum size	88 × 138mm	88 × 138mm	—
Maximum size	130 × 240mm	162 × 240mm	260 × 360mm
Maximum thickness	5mm	5mm	20mm
Shape	Rectangular†	Rectangular†	Rectangular†
Common examples	C6 (114 × 162mm) DL (110 × 220mm) DLE (114 × 225mm) DLX (120 × 235mm)	C5 (162 × 229mm)	B6/C4 (125 × 324mm) C4 (229 × 324mm) B4 (250 × 353mm)

† It is preferred that the length is at least 1.2 times the width. Articles with a length less than 1.2 times the width may be accepted subject to satisfactory test results – see section 2.11.

You can obtain a *Letter gauge* (8833667) from your lodgement facility to measure articles.
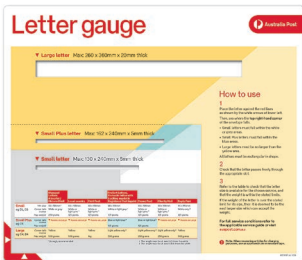
2.2.2 Article type

Domestic letter with tracking Imprint articles must be envelopes. Plastic wrapped articles are not accepted. Contents must be documents or similar flat and flexible items.

Examples include:

• licences or ID cards

• tickets

• debit and credit cards

• membership or loyalty cards

• SIM cards

• gift cards.

When you first apply to use this service, you will need to provide samples to verify that the content is acceptable.

Window faced envelopes

Window faced envelopes are not recommended as they can cause sorting difficulties if they reflect light to any great extent. If using window faced envelopes, please ensure the panels are clear and of good quality.

The address area visible through the window panel must meet the reflectance requirements contained in Barcoding Specifications, see section 4.2.4 Reflectance.

Open window panels are not permitted.

The recommended minimum size for window panels is:

• 38mm high × 95mm wide, for Small and Small Plus size articles (up to C5)

• 45mm high × 95mm wide, for Large size articles.

The entire address block, including barcode, must be clearly visible through the window panel when the article is presented for lodgement. Please ensure they remain visible irrespective of insert movement.

2.2.3 Paper stock

Paper stock is an important consideration as it can affect the ability of high speed letter sorting equipment to process articles without damage.

Australia Post recommends that envelopes and cards comply with Australian Standards for the production of envelopes, Spec 4611 – 1999 (available at: **intertekinform.com/en-au/**).
For details refer to your paper supplier or envelope manufacturer or visit
auspost.com.au/bulkmail.

Paper stock colour

Envelopes are required to be white and ensure the background against which the barcode is printed meets the reflectance requirements contained at Barcoding Print Specifications in section 4.2.4 Reflectance.

2.2.4 Sealing of articles

Australia Post recommends each article be secured in a manner which would prevent entrapment of other postal articles. Any opening should not exceed 88mm.

Each article must be secured by a fastening that is *not likely to damage other postal articles nor injure persons handling it*. Where fasteners are used, they must be appropriate to the thickness of the article, and the ends closed together. Staples and any metal fasteners are discouraged, as they are likely to cause injury to staff handling the articles.

2.2.5 Article flexibility

Articles must be reasonably flexible to ensure that they can be processed through high speed letter sorting equipment.

Articles that are too rigid or stiff are ineligible for this service.

2.3 Article layout and zones

Domestic letter with tracking Imprint articles are made up of three printing zones.

Return address zone section 2.7   **Postage zone** section 2.4

Domestic letter with tracking Imprint section 2.5

Border section 2.6
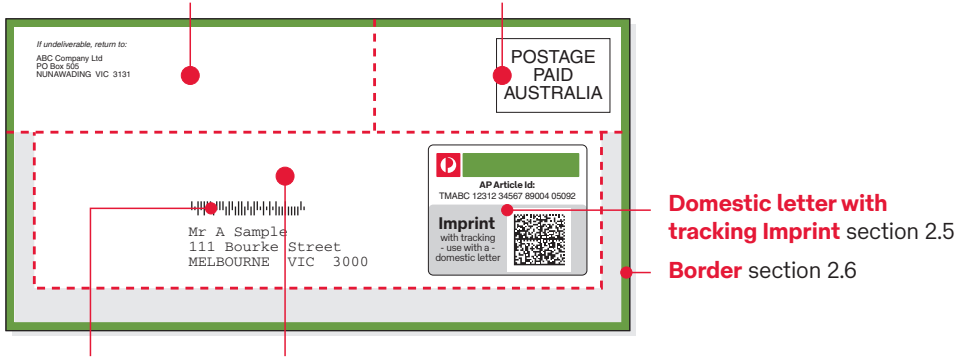
Barcode section 2.9   **Barcode and delivery address zone** section 2.8

See also, **Adding logos, advertising and other printing** section 2.10.

2.4 Postage zone

The postage zone contains a postage paid imprint and a Priority delivery indicator if applicable. No other inscriptions are permitted.

Dimensions must be:

• 90mm across from the top right-hand corner of the article

• 40mm down from the top edge of the article.
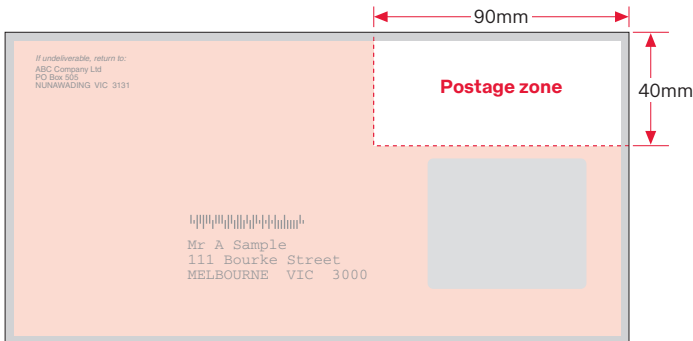
Variations to these requirements must be submitted for approval. See section 2.11.

2.4.1 Postage Paid Imprint

All articles must have a Postage Paid imprint.

The words POSTAGE PAID AUSTRALIA need to be printed in a rectangular box within the following dimensions:

- maximum: 26 × 40mm (see illustration)
- minimum: 19 × 25mm.
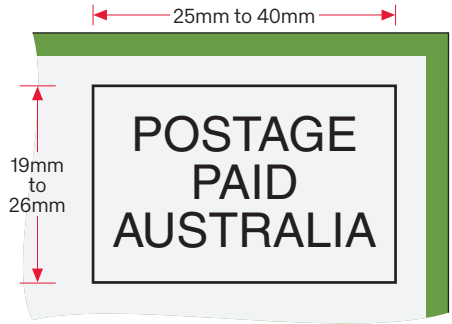
Priority delivery indicator

All articles for Priority delivery must include a Priority delivery indicator, located at the bottom of the Postage Paid imprint.

The word PRIORITY needs to be printed:

- in white capital letters, in a bold font (Helvetica Bold or Arial Bold recommended) at 10 to 14 point size
- in a solid rectangular box: 4 to 6mm high for wide imprints, or 6 to 10mm high for tall imprints.

See example illustrations below.
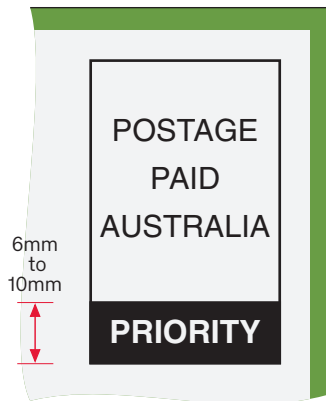
2.4.2 Personalised Postage Paid Imprint

Australia Post may approve a personalised imprint design. The design must not have the appearance of a postage stamp and the words POSTAGE PAID AUSTRALIA must be prominent (see example illustrations).

If the Priority delivery timetable is selected, the Priority indicator must also be prominent at the bottom.
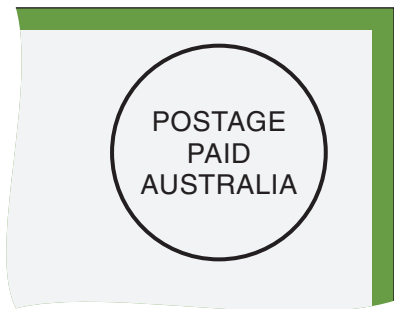
For approval please contact **BulkMailProducts@auspost.com.au**.

2.4.3 Colour of postage zone inscriptions

Any coloured ink can be used. Australia Post prefers dark colours such as black, dark blue and dark green.

2.5   Domestic letter with tracking Imprint

All articles must have a unique Domestic letter with tracking Imprint. Design specifications for the imprint can be found in the *Imprint Specifications* provided by your account manager and available at **auspost.com.au/LetterTrackingImprint**. You'll need software capable of generating a GS1 DataMatrix (2D) barcode for each article.

2.5.1   Imprint dimensions and location

The imprint dimensions must be:

❶ width 56mm

❷ height 46mm to 51mm

❸ within the Barcode and delivery address zone (see section 2.8) or the Return address zone (see section 2.7)

❹ outside of the postage zone – see section 2.4

❺ at least 10mm from the delivery address and 4-state barcode.
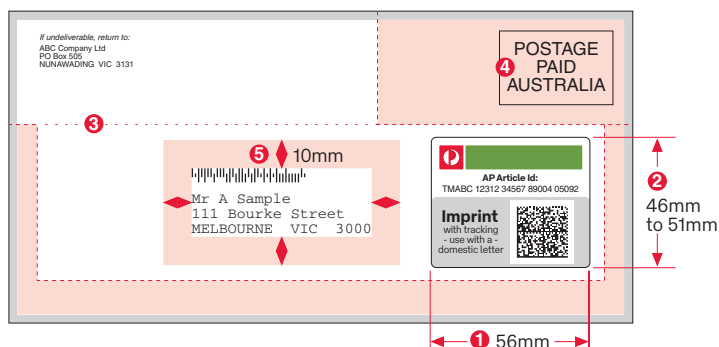
The recommended location for the imprint is to the right of the delivery address, as shown above, or alternatively:

• above the delivery address, or

• at the left of the return address or the delivery address.
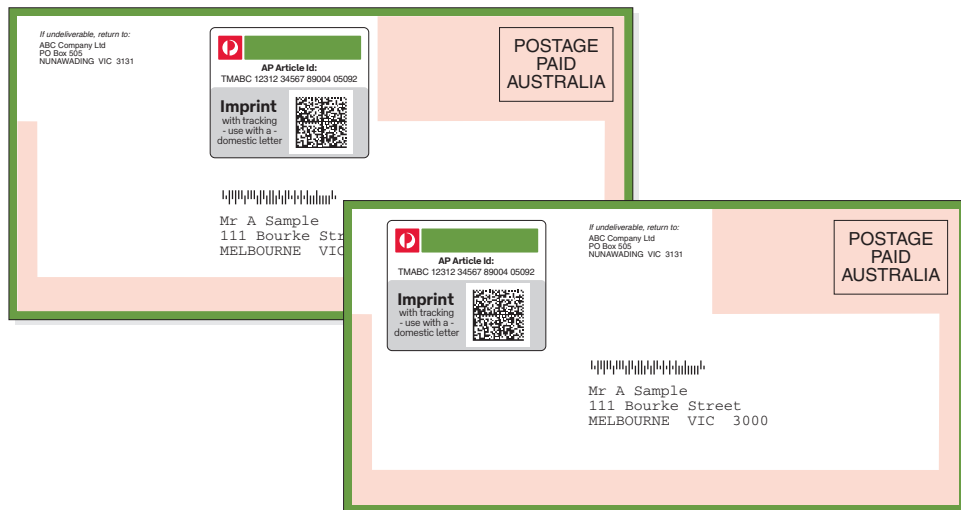
Ensure that the imprint does not obscure any part of the return address, the 4-state barcode clear zone (see section 2.9.3) or the delivery address.

2.5.2 Imprint static elements

The static elements of the Domestic letter with tracking Imprint are:

Static element	Dimensions	Colour
❶ Postal icon	Height: 8mm	Pantone© Red PMS 186
❷ Green bar	Height: 8mm. Width: 41mm	Pantone© Green PMS 369
❸ "AP Article Id:"	9 point bold	Black
❹ "Imprint with tracking - use with a - domestic letter"	• "Imprint": 16.5 point bold • Smaller text: 10 point	Black
❺ Grey background	Height: 24–29mm. Width: 56mm	20% black tint
❻ Imprint border	Height: 46–51mm. Width: 56mm	Black or grey
❼ Barcode clear zone	Height: 22.5mm. Width: 22.5mm	White

AP Article Id:
TMABC 12312 34567 89004 05092

AP Article Id
(variable data)

GS1 DataMatrix barcode
(variable data)
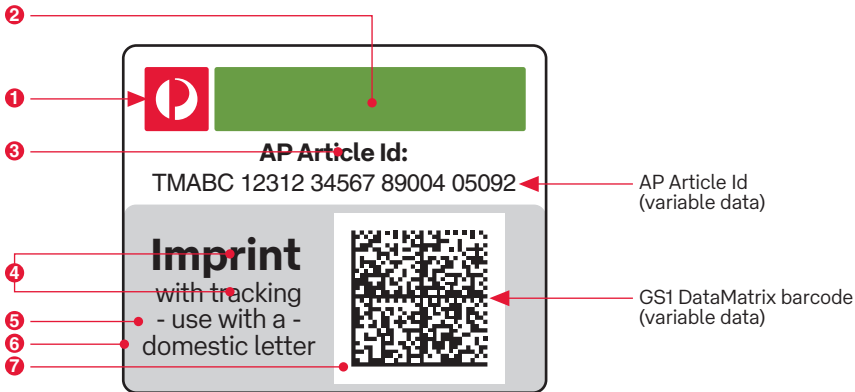
Australia Post can provide you with artwork of the imprint.

2.5.3 AP Article Id

The AP Article Id contains:

• a 2 character prefix "TM"

• a 6 character Customer Reference ID – provided by Australia Post

• a 5 digit Sub Product – provided by Australia Post

• a 9 digit Sequence Number – you must allocate a unique number for each article

• a 2 digit Service Code – provided by Australia Post

• a calculated Check Digit – formula provided by Australia Post.

The 25 character string must be shown with a single space added after every 5th character.
Font: Helvetica or Arial 9 point. Colour: Black.

2.5.4 GS1 DataMatrix barcode

The GS1 DataMatrix barcode contains:

• a GS1 standard GTIN – provided by Australia Post

• the 25 character AP Article Id for each article – without any added spaces

• the delivery postcode for each article

• the 8 digit DPID for each article – if the article is printed with a 4-state barcode. See section 2.9.

• the date and time the barcode was generated.

The barcode must meet the following specifications:

• Height: 18mm. Width: 18mm. Colour: black.

• At least 1.125mm clear space around all four sides of the barcode.

• Symbol size is 32 rows × 32 columns when using a DPID or 26 rows × 26 columns when not using a DPID.

• Must use ECC 200 error correction.

• Print quality must be verified as grade 4 under ISO/IEC 15415 GS1 Datamatrix specification.

For further information on GS1 DataMatrix barcode specifications, visit **www.gs1.org**.

18mm

18mm

At least
1.125mm space
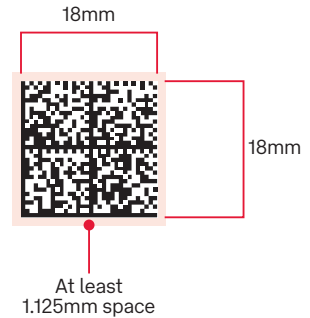
2.6 Border

All articles must have a green (Pantone© PMS 369) 6mm border to wrap the envelope edge, visible front and back of envelope, with minimum 2mm visible on the front.

If undeliverable, return to:
ABC Company Ltd
PO Box 505
NUNAWADING VIC 3131

POSTAGE
PAID
AUSTRALIA

Mr A Sample
111 Bourke Street
MELBOURNE   VIC   3000
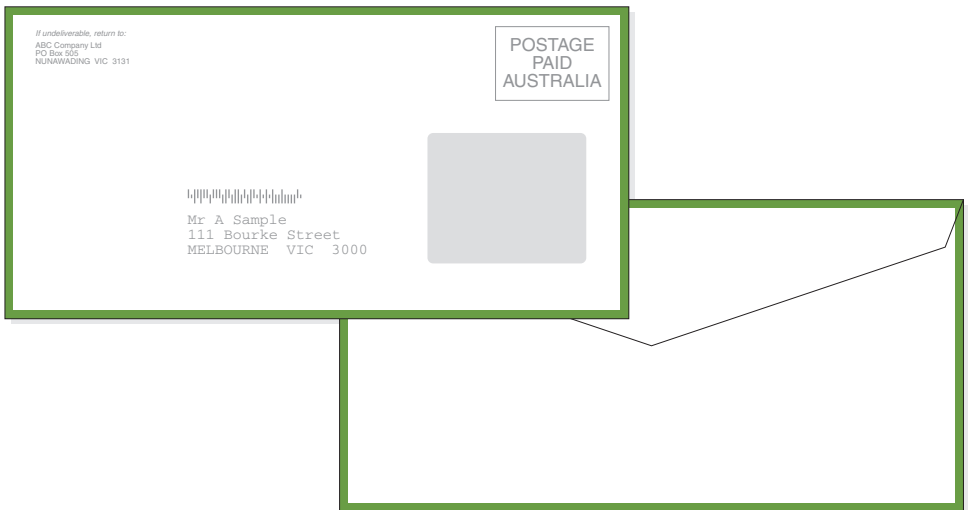
2.7   Return address zone

An Australian return address is required to be shown on each article within a lodgement. Either a street address or a Post Office Box address is acceptable.

Australia Post recommends return addresses to be:

• on the upper left-hand corner of the address side of the article, no more than 40mm from the top edge, or on the back of the article

• no larger than 8 point font preferred

• with no bolding.
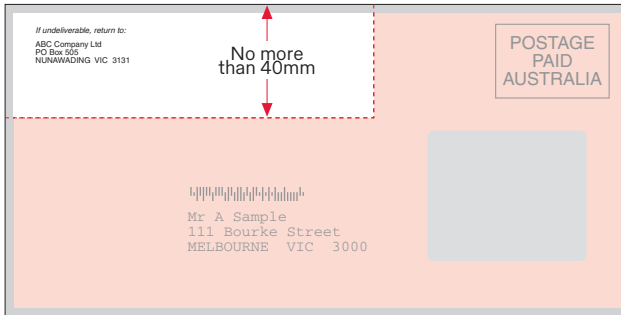
It is preferred that the return address be prefixed with "If undeliverable, return to:"
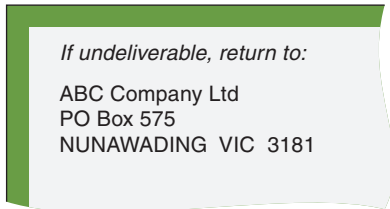
Variations to these requirements must be submitted for approval. See section 2.11.

2.8 Barcode and delivery address zone

Contains the address (and 4-state barcode if present) to which the article is to be delivered.

Do not include any address other than the delivery address in the Barcode and delivery address zone.

Identical addressing conditions apply for barcoded and unbarcoded articles in a lodgement.

2.8.1 Small and Small Plus articles

The complete barcode and delivery address must be positioned in the Barcode and delivery address zone of the article:

❶ at least 15mm from the bottom edge of the article

❷ no more than 100mm up from the bottom edge of the article

❸ at least 10mm from the left and right edges of the article

❹ outside of the postage zone.
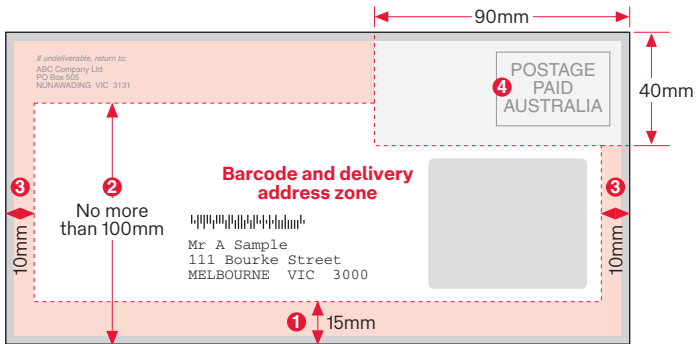
2.8.2 Large articles (landscape layout)

The complete barcode and delivery address must be positioned in the Barcode and delivery address zone of the article:

❶ at least 40mm from the top edge of the article

❷ at least 15mm from the bottom edge of the article

❸ at least 15mm from the left and right edges of the article.

If the article is barcoded, then the delivery address zone can also include an additional area. Ensure that the return address does not infringe this area:

❹ at least 15mm from the top edge of the article

❺ at least 60mm from the left edge of the article and

❻ at least 90mm from the right edge of the article.
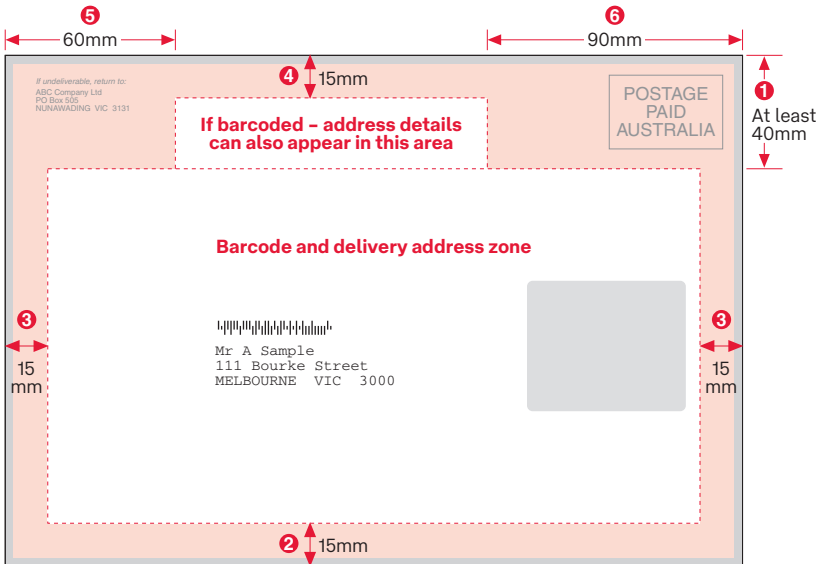
2.8.3 Large articles (portrait layout)

The complete barcode and delivery address must be positioned in the Barcode and delivery address zone of the article:

❶ at least 40mm from the top edge of the article

❷ at least 15mm from the bottom edge of the article

❸ at least 15mm from the left and right edges of the article.

If undeliverable, return to:
ABC Company Ltd
PO Box 505
NUNAWADING VIC 3131

POSTAGE
PAID
AUSTRALIA

❶
At least 40mm

❸
15
mm

❸
15
mm

**Barcode and
delivery address zone**

Mr A Sample
111 Bourke Street
MELBOURNE   VIC   3000

❷ 15mm

2.8.4 Address layout

Correct addressing conditions ensure our processing machines can recognise and interpret the delivery address.

❶ **Address lines** (excluding barcode placement) must be aligned left.

❷ **Optional 4-state barcode** – see section 2.9.

❸ **Additional address information** such as business or person's name, must be placed above the last two lines of the address and not below, alongside or within these lines.

❹ **Second last line** – Must contain the number and name of the street or thoroughfare or Post Office Box or Bag number.

❺ **Bottom line** – For unbarcoded lodgements, must contain in the following order: the locality, the state or territory abbreviation and finally the postcode.
It is recommended that this line is printed in CAPITALS.
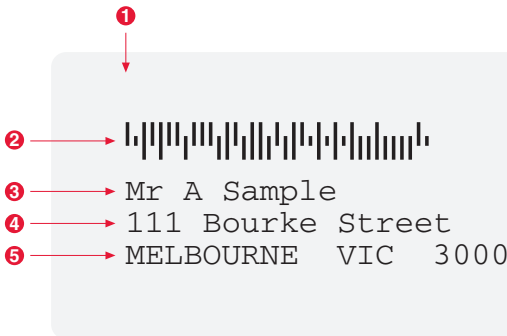
Any application for variations or additions to this format must be submitted and approved prior to lodgement. See section 2.11.

Address labels may be used but must be straight and firmly affixed.

If using window panel envelopes, the entire address block, including barcode, must be clearly visible through the window panel when the article is presented for lodgement. Please ensure they remain visible irrespective of insert movement.

Size category	Address and barcode orientation
Small, Small Plus	Must be parallel to the long side of the article
Large	Can be orientated to either portrait or landscape. It is recommended that the address and barcode are orientated in the same direction.
	When using window panel envelopes, it is recommended that the barcode is positioned below the address.

2.8.5   Address fonts and colours

Any font can be used for the delivery address as long as it is clearly readable, preferably in 12 point size, and it is strongly recommended that print characters do not overlap. Whilst attributes such as *italics*, **bolding**, shadowing, or underlining are permitted, their use should be avoided.

Dark colours such as black, dark blue and dark green are preferred. Red, orange and yellow inks must not be used.

2.9   Barcoding (addresses)

A barcode is a machine readable representation of information, usually printed as parallel lines, and improves the speed and accuracy of processing mail.

The barcode used by Australia Post is called a *4-state barcode* and includes a *Delivery Point Identifier* (DPID) which is uniquely applied to Australian addresses.

For technical details relating to barcoding, including Australia Post's *Postal Address File* (PAF) and specifications on printing a barcode, see section 4 Barcoding print specifications (addresses).

2.9.1   Obtaining the DPID for each address

Australia Post maintains a comprehensive database of addresses called the Postal Address File (PAF), in which each address has a unique Delivery Point Identifier (DPID).

The DPID is an 8-digit number developed by Australia Post that enables each delivery point in Australia to be uniquely identified.

You must use Address Matching Approval System (AMAS) certified software to obtain the correct DPID for each address.

This DPID is then converted into a 4-state barcode and printed onto the article. It is read by Australia Post's mail processing machines.

The delivery address	Use AMAS to obtain DPID	Printed 4-state barcode of DPID
111 Bourke Street MELBOURNE VIC 3000	**54516251**	ili|||lu|lll||l|l|l|l|lillimil|

2.9.2   Barcode location

The barcode can be placed separately from the delivery address, so long as it remains in the Barcode and delivery address zone.

Size category	Address and barcode orientation
Small, Small Plus	Must be parallel to the long side of the article
Large	Can be orientated to either portrait or landscape. It is recommended that the address and barcode are orientated in the same direction. When using window panel envelopes, it is recommended that the barcode is positioned below the address.

2.9.3 Barcode clear zone

Barcodes require a clear zone that must be kept blank (free of printing or other distractions) immediately above, below, and to the left and right of the barcode. This is to ensure that the barcode can be detected by the reader and processed correctly.

There must be a clear zone (no printing) around the barcode of at least 6mm to the left and right and at least 2mm from the top and bottom.

6mm   6mm

2mm

2mm

Non-address information, such as your reference codes, may be located above the bottom two lines of the address block provided the barcode clear zone is observed. There is no requirement for this information to be left aligned.

2.9.4 Customer appended information in barcodes

The standard barcode contains 37 bars, however you have the opportunity to include your own information in 52 or 67 length 4-state barcodes. This information can be used to monitor mail returns for campaigns or orders. The information is encoded and included in the additional bars. See section 4.2 Printing the barcode.

Barcode format	Customer information
52	8 digits or 5 characters
67	15 digits or 10 characters

2.9.5 Address Matching Approval System (AMAS)

The Address Matching Approval System (AMAS) is designed to improve the quality of addressing. AMAS is a software approval program that provides a standard by which to test and measure the quality of address matching software and its ability to correctly assign a unique Delivery Point Identifier (DPID) to each address record.

To obtain AMAS approved software, a list of software vendors is available on the Australia Post website at **auspost.com.au/amas**.

2.10 Adding logos, advertising and other printing

Logos, advertising content and other printing may be added on the front and back of articles, providing that it does not obscure the inscriptions in the postage zone and the return address zone.

Remember to observe the clear zone around the barcode – see section 2.9.3.

2.11   Testing

If you are concerned that your articles may not satisfy all service requirements you can request a preliminary test prior to lodgement. Tests can be conducted on the following:

• shape

• window panel quality

• article colour, patterns or watermarks

• paper stock quality

• flexibility

• positioning of logos, advertising and other printing.

Testing involves processing a sample of articles to determine if they are suitable for machine processing. Articles that pass the test will be accepted at the relevant price, provided that all other requirements have been met.

Requests for testing should be directed to either your Australia Post account manager or **BulkMailProducts@auspost.com.au**.

Barcode Quality Program

Australia Post provides the Barcode Quality Program (BQP) to both customers and suppliers to test the quality of barcodes prior to the print production stage. Information on BQP is available on the Australia Post website at **auspost.com.au/bqp**.

Enquiries about barcode readability should be directed to **BQPHelp@auspost.com.au**.

2.12   Summary checklist

- ✔ Check the size and weight of the article to ensure it is acceptable.
- ✔ Ensure the content and article type are acceptable.
- ✔ Ensure all inscriptions, including the indicium and the green border, are displayed on the article.
- ✔ Ensure all correct addressing guidelines are followed.
- ✔ Ensure the Domestic letter with tracking Imprint, including the GS1 DataMatrix (2D) barcode is prepared in line with specifications.
- ✔ Ensure all elements of barcoding are followed.

3. Lodgement

3.1   Overview
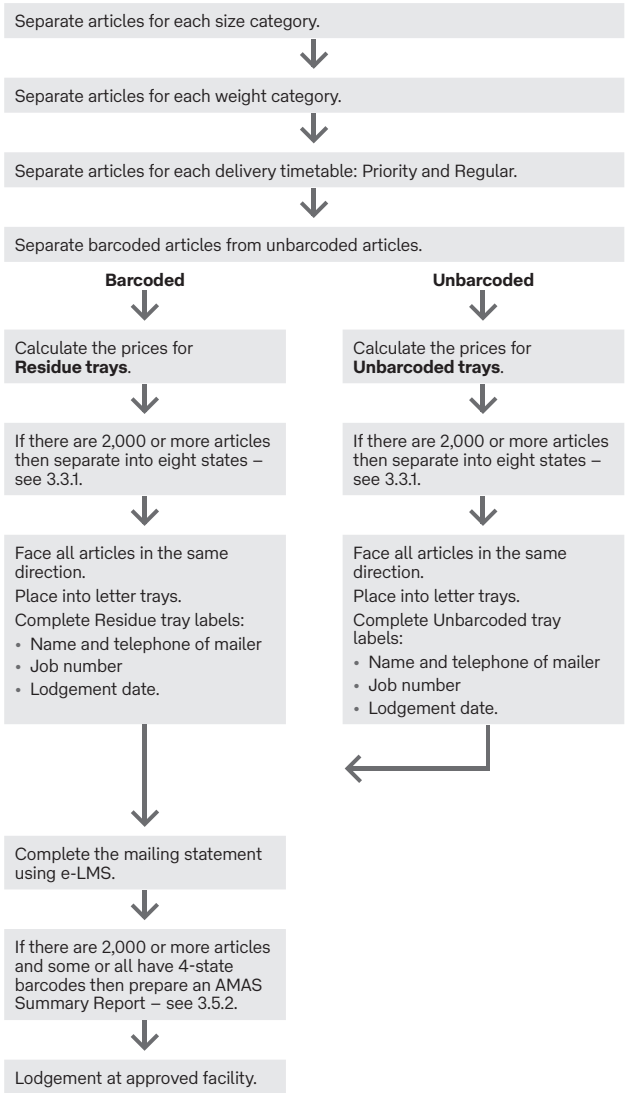
This section covers the information you need to lodge your articles correctly.

Follow these steps to lodge Domestic letter with tracking Imprint.

1	Prepare the **letter trays**	3.3
2	Prepare and affix **tray labels** for each letter tray	3.4
3	Complete the **lodgement documentation**	3.5
	You're now ready to lodge	

▼ Sorting and lodgement summary flowchart

Separate articles for each size category.

↓

Separate articles for each weight category.

↓

Separate articles for each delivery timetable: Priority and Regular.

↓

Separate barcoded articles from unbarcoded articles.

Barcoded	**Unbarcoded**
↓	↓

Calculate the prices for **Residue trays**.	Calculate the prices for **Unbarcoded trays**.
↓	↓
If there are 2,000 or more articles then separate into eight states – see 3.3.1.	If there are 2,000 or more articles then separate into eight states – see 3.3.1.
↓	↓
Face all articles in the same direction. Place into letter trays. Complete Residue tray labels: • Name and telephone of mailer • Job number • Lodgement date.	Face all articles in the same direction. Place into letter trays. Complete Unbarcoded tray labels: • Name and telephone of mailer • Job number • Lodgement date.

↓

Complete the mailing statement using e-LMS.

↓

If there are 2,000 or more articles and some or all have 4-state barcodes then prepare an AMAS Summary Report – see 3.5.2.

↓

Lodgement at approved facility.

3.2   Sort categories

Articles should be sorted into *Residue* (for barcoded articles) and *Unbarcoded* sort categories. Please note that any articles sorted into Direct trays may not receive tracking scans.

If you are lodging large volumes of mail with multiple trays, you may wish to consider lodgement in a Unit Loading Device – see section 3.5.4 Lodgement in ULDs for more information.
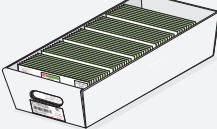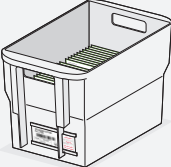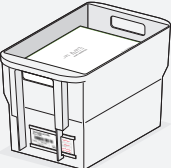
Upon lodgement, Australia Post staff will perform a check to determine if articles have been sorted correctly. Australia Post reserves the right to reject a lodgement if an unacceptable number of articles are incorrectly sorted.

3.3   Preparation of letter trays

Obtain letter trays at no cost from your lodgement facility.

The process for preparing and sorting Residue trays and Unbarcoded trays is as follows:

• face all articles in the same direction

• sort the articles in ascending postcode order (preferred but not mandatory)

• do not bundle or tie the articles

• place the articles into letter trays as follows:

Size category	Tray use
Small, Small Plus	In small letter trays, with the addresses facing the front (label end) of the tray.
	The maximum acceptable weight for a small tray is 9.5kg (including the weight of the tray).
Large – for C5 articles greater than 5mm thick	In large letter trays, single layered, upright on the long edge with the addresses facing the front (label end) of the tray.
	The maximum acceptable weight for a large tray is 16kg (including the weight of the tray).
Large – other sized articles	In large letter trays, lay flat with the addresses face up and with the postage zone imprint at the label end of the tray.
	To facilitate ease of handling we recommend that large letter trays should not be filled above the handle holes.
	The maximum acceptable weight for a large tray is 16kg (including the weight of the tray).

If you have articles for different weight categories then place them in separate trays.

If you have articles for both Priority and Regular delivery timetables then place them in separate trays.

3.3.1   State separation of Residue trays and Unbarcoded trays

Where there are 2,000 or more Residue articles, or 2,000 or more Unbarcoded articles, then separate the articles into state based trays as follows:

For volumes of:	Then:
Less than 2,000 articles	Affix tray labels for the state where the lodgement is occurring
2,000 or more articles	Separation of articles by state is required, as follows: • place articles into separate trays for each state – NSW, ACT, VIC, QLD, SA, WA, TAS and NT as defined in the *Barcode Sort Plan* (as used by the PreSort Letters service) • affix tray labels for the state of the destination.

3.4   Completing tray labels

Domestic letter with tracking Imprint uses a range of tray labels that are specific to this service. Tray labels must be correctly completed and affixed to each tray. The use of incorrect labels may result in processing scans for tracking being missed.

3.4.1   Preprinted tray labels

Australia Post provides preprinted tray labels at no cost. Order or obtain these labels from your local lodgement facility.

The process for completing preprinted tray labels is as follows:

❶ Write your name and telephone including area code in the Sender space.

❷ Write your Job Number in the Job No. space (this number is optional, and is created by and relevant to you and should match with lodgement documentation).

❸ Write the lodgement date in the Lodgement Date space (this is optional for Priority delivery, but must be the correct date of lodgement if shown).

▼ Example Residue tray labels (Priority delivery and Regular delivery)
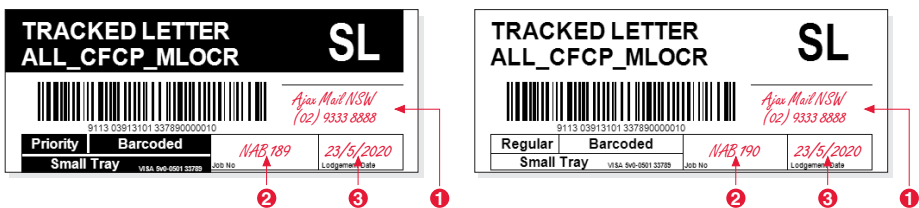
▼ Example Unbarcoded tray labels (Priority delivery and Regular delivery)
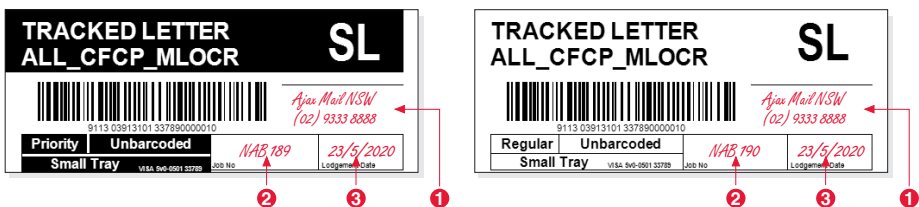
3.4.2 Labelling software

Australia Post recommends the use of the Visa Tray Labelling Management System (Visa TLMS) for preparing lodgements. The Visa TLMS is available free of charge from Australia Post. Information on Visa TLMS is available at **auspost.com.au/sortplans**.

Blank label stock is also provided free of charge by Australia Post. This label stock is heat sensitive, and is suitable for use only in direct thermal label printers.

Please note that Visa TLMS labels contain pre-populated information.

▼ Example VISA tray labels (Priority delivery and Regular delivery)

3.4.3 How to affix tray labels to letter trays

Label pockets / slots are affixed to all letter trays.

Remove any old tray labels on trays prior to lodgement.

Place a completed tray label in the label pocket / slot with the printed side visible.

3.5   Lodgement of articles

Once a lodgement is prepared and sorted, complete the required lodgement document(s) and lodge your articles.

3.5.1   Lodgement documentation

Once a lodgement is prepared and sorted, complete the required information through Australia Post's *Electronic Lodgement of Mailing Statements* system (e-LMS). Information on e-LMS is available on the Australia Post website at **auspost.com.au/ELMS**.

The e-LMS mailing statement must be provided upon lodgement.

An *AMAS Address Matching Processing Summary Report* should also be provided if lodging 2,000 or more articles, where some or all of the articles are barcoded.

3.5.2 AMAS Address Matching Processing Summary Report

If you are lodging 2,000 or more articles, and some or all of your articles are barcoded, you must generate an AMAS Address Matching Processing Summary Report using your AMAS approved batch software to validate:

❶ The *List Processor's Name* – the name of the company or organisation assigning the DPIDs via the AMAS approved software

❷ DPID assignments are made against the current version of the PAF.

To assist in this regard, it is mandatory for AMAS approved batch software to generate an Address Matching Processing Summary Report.

▼ Example AMAS Summary Report

AMAS software details	Database / list owner's details	
Company name:	List processor's name:	◀ ❶
Software name and version:	Date list processed:	
Date software certified:	Processed against PAF version number:	◀ ❷
	Name of address list:	

Processing results

Records matched and DPID appended:	
Records amended and DPID appended:	
Records not matched – no DPIDs:	
Total records:	

Signature of compliance

I certify that this information is true and accurate -

Name of list manager / owner:	
Signature of list manager / owner:	
Address:	
Phone number:	
Date:	

The report format and content is indicative of the type of information to be produced by AMAS Address Matching Processing batch software on each execution of a matching submission so that users have the appropriate evidence to support lodgements when requested to do so.

3.5.3 Where and when to lodge

Articles must be presented during business hours at one of the following approved lodgement facilities:

Approved lodgement facilities	
Sydney West Letters Facility 2–36 Weeroona Road STRATHFIELD NSW 2135	Canberra Mail Centre 8 Nyrang Street FYSHWICK ACT 2609
Dandenong Letters Centre 120 Nathan Road DANDENONG SOUTH VIC 3175	Northgate Mail Centre 129 Toombul Road NORTHGATE QLD 4013
Adelaide Mail Centre 72 Gouger Street ADELAIDE SA 5000	Perth Mail Centre 33 Boud Avenue PERTH AIRPORT WA 6105
Hobart Business Centre 57 Mornington Road MORNINGTON TAS 7018	

When you apply to use this service, you will be asked to specify which of the approved lodgement facilities you would like to use. Please contact your account manager for any changes.

Due to limited capacity at some lodgement facilities please provide advance notice to the Officer-In-Charge of the facility for lodgements over 50,000 articles, no later than Friday of the week prior to lodgement. If you make regular lodgements at the same facility you can request a standing lodgement arrangement.

For the delivery timetable to apply on the day of receipt, lodgements must be made during the business hours applicable to the lodgement facility, but no later than 6pm.

3.5.4 Lodgement in ULDs

Steel cage containers known as Unit Loading Devices (ULDs) are used by Australia Post to transport mail articles within our network. They can be obtained from Australia Post, subject to availability and in instances where large mail volumes are to be lodged. Contact your mail facility for further information.

ULDs remain the property of Australia Post and all other rules and regulations pertaining to the use of the ULD are applicable. Australia Post reserves the right to charge for any ULD that you damage or do not return.

The maximum weight for a loaded ULD is 600kg (including the weight of the ULD which weigh around 100kg). This means that 500kg is available for the contents. Be aware that ULDs will often exceed the maximum weight limit before they are completely full. In order to maximise transportation efficiency and ULD utilisation, you should ensure that each ULD is used as efficiently as possible.
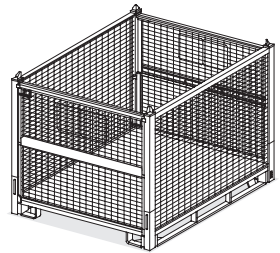
ULD labelling

It is a requirement that you affix a label to each ULD, containing the following information:

❶ the name of the Mailing Agent

❷ the delivery timetable selected (Priority or Regular), in a **bold** font, of at least 18 point size. For Priority delivery, Australia Post recommends printing this section using white font on a black background where possible.

❸ the lodgement date (optional for Priority delivery, but must be correct if shown)

❹ the number of ULDs in the lodgement (eg 1 of 8, 2 of 8, etc)

❺ the gross weight (actual or deemed) of the ULD and its contents

❻ the Job Number (or reference), and customer name for each individual job contained in the ULD

❼ the number of trays for each individual job contained in the ULD (optional, but must be correct if shown).

| Mailing agent | Ajax Mail NSW | **PRIORITY** |
| Date: | 2/11/2020 | |

Mailing agent	❶	Ajax Mail NSW	**REGULAR**
Date:	❸	2/11/2020	
ULD number:	❹	1 of 8	
ULD gross weight:	❺	467kg	

Job no.s:	Customer name:	Trays:
145	ABC Company	10
153	123 Company	4
158	XYZ Company	6

❻ ❼

Australia Post prefers ULD labels to be affixed on the front and back.

3.6   Non-compliance

Acceptance staff at the lodgement facility will perform an inspection to determine if a lodgement satisfies the access conditions and barcodes are valid.

If articles within a lodgement do not satisfy the Domestic letter with tracking Imprint conditions, you may withdraw the lodgement, modify it, and re-present it at a later date.

A fee will be charged when articles are:

• lodged without a mailing statement or other required lodgement documentation

• lodged with an incorrect mailing statement

• incorrectly prepared or presented according to the service guidelines.

For more information go to **auspost.com.au/fees-and-charges-explained**.

3.7   Summary checklist

- ✅ Sort articles into Residue (for barcoded articles) and Unbarcoded sort categories.
- ✅ Prepare the letter trays by placing the articles correctly in each tray.
- ✅ Complete and affix tray labels correctly.
- ✅ Complete a mailing statement using e-LMS.
- ✅ Complete and affix Mail Identification Labels to ULDs.
- ✅ Lodge Priority and Regular articles separately.
- ✅ Lodge articles at an approved lodgement facility.
- ✅ Ensuring articles are prepared according to the guidelines and that all documentation is provided at lodgement to avoid being charged a Letters Lodgement Correction Fee.

4. Barcoding print specifications (addresses)

4.1 The Postal Address File (PAF)

The PAF is a national reference file which contains all the addresses to which Australia Post delivers and their associated unique Delivery Point Identifier (DPID).

The mandatory PAF for barcoding purposes is available according to the following quarterly release schedule. Please refer to your AMAS software supplier for other options if you require a more frequent update.

PAF version	Release to AMAS vendors	Issue to end users	PAF expiry date
VYYYY.1	15 October	15 November	31 March
VYYYY.2	30 January	28 February	30 June
VYYYY.3	1 May	31 May	30 September
VYYYY.4	1 August	31 August	31 December
VYYYY.5	15 October	15 November	31 January

AMAS software suppliers are required to supply end-users with the latest version of the PAF within 30 days from the end of the month of the updates being supplied to them. This provides end-users with a minimum of one month to install the new data files and test their systems. It is not necessary to wait until the last permissible use date before the updated release of the PAF is used.

4.1.1 PAF Incremental Changes File

The PAF Incremental Changes File (ICF) is a list of DPIDs where changes have occurred to addresses between one release of the PAF to the next. It is designed to assist organisations that store DPIDs within databases and maintain their currency of these DPIDs against the latest version of the PAF.

The PAF ICF is readily available through AMAS Vendors.

Record Action Codes

The PAF ICF contains *DPIDs*, *Record Action Codes* and *Address Component Indicators*.

The record action code signifies the type of change that has occurred to the associated address details of this DPID since the previous PAF was released.

The address component indicators signify which address components have changed.

The record action code	What it means
D (Delete)	The DPID and its associated address components have been deleted since the previous PAF was released.
M (Modify)	Some associated address components in the PAF have changed since the previous PAF was released. These records will contain values in the address component indicator fields to indicate which address fields have changed.
P (Primary)	The secondary address components associated with this Primary Point have either been modified or additional secondary points have been added.

The PAF ICF does not contain the DPID of any inserts. That is, it does not contain details of any new DPIDs that have been added to the PAF since the previous PAF was released.

DPID validation with the PAF Incremental Changes File

To maintain the currency of DPIDs stored in your database in order to obtain postal discounts, all addresses must be re-validated against the latest version of the PAF or processed by exception by using the PAF ICF.

To ensure the correct usage of the PAF ICF, the following process must be employed:

1   Any DPIDs contained within the PAF ICF that are also stored within a customer's database must be removed from that database.

2   Those address records that have had their associated DPID removed may then be rematched against the latest PAF using AMAS approved address matching software.

Availability of the PAF ICF

The PAF ICF is made available with every general release of the PAF for production purposes.

It is released to all AMAS Software Developers and they are encouraged to develop software to assist their customers with resolving their unmatched addresses through its use. AMAS Software Developers developing software solutions using the PAF ICF must ensure the correct process is used for updating the DPID of address records where the DPID matches one contained in the PAF ICF.

The AMAS Program reserves the right to withdraw the use of the PAF ICF at any time if there is evidence that it is being used incorrectly resulting in DPIDs not being current against the latest version of the PAF.

PAF address amendments

In some instances the original address has been amended to match an address in the Postal Address File (PAF). You may choose to print either the original address as presented to the AMAS software, or the amended address as recorded in the PAF.

4.2   Printing the barcode

The 4-state barcode must follow a particular barcode structure and format, as well as specific printing requirements as specified by Australia Post. This is to ensure the barcode is of a suitable standard for the Australia Post sorting equipment to read and process the barcoded articles efficiently.

4.2.1   Barcode length

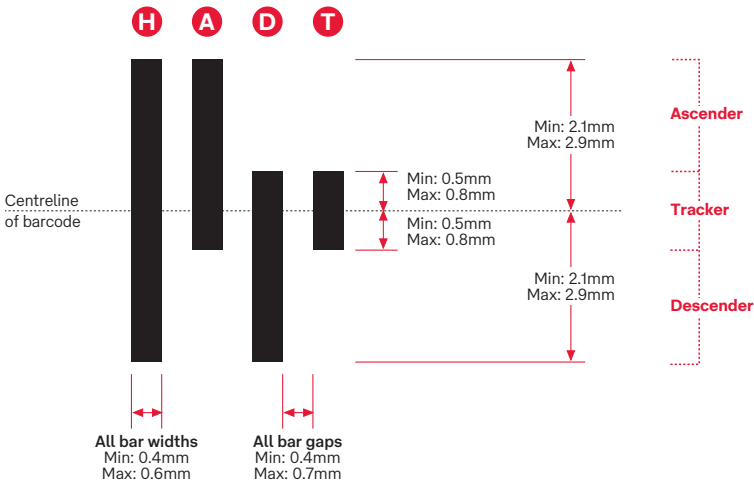When printed, each 4-state barcode has a minimum and maximum size it must comply with, as outlined below.

Barcode format	Minimum – maximum length
37	Min. 37.0mm – Max. 42.2mm
52	Min. 52.2mm – Max. 59.5mm
67	Min. 67.5mm – Max. 76.8mm

4.2.2   Bar dimensions

The individual bars and spaces within the barcode have their own minimum and maximum measurements. These are important because any major variations can cause the sorting equipment to reject the mail article.

Each of the four types of bars has a minimum and maximum width and height, and the bar gap (space between bars) has a minimum and maximum width.

Barcode element	Width (minimum – maximum)	Total height (minimum – maximum)
H	0.4mm – 0.6mm	4.2mm – 5.8mm
A	0.4mm – 0.6mm	2.6mm – 3.7mm
D	0.4mm – 0.6mm	2.6mm – 3.7mm
T	0.4mm – 0.6mm	1.0mm – 1.6mm
Bar gap (space)	0.4mm – 0.7mm	

H **A** **D** **T**

Centreline
of barcode

Min: 2.1mm
Max: 2.9mm

Ascender

Min: 0.5mm
Max: 0.8mm

Min: 0.5mm
Max: 0.8mm

Tracker

Min: 2.1mm
Max: 2.9mm

Descender

All bar widths
Min: 0.4mm
Max: 0.6mm

**All bar gaps**
Min: 0.4mm
Max: 0.7mm

4.2.3 Barcode skew

When a barcode is printed on an article, occasionally it may not be printed straight ("skewed"). This can happen if the article was not lined up correctly when moving through the printer or the article shifted during the print process.

A certain amount of skew (called "tolerance") is allowed provided it is less than ± 5 degrees, as the sorting equipment is still able to read slightly skewed barcodes without causing any processing issues.

There are two types of skew:

Code skew – where the barcode is skewed in relation to the bottom edge of the article.
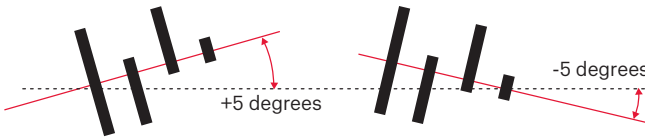
-5 degrees

+5 degrees

Bar Skew – where individual bars are skewed in relation to the centre line of the barcode.
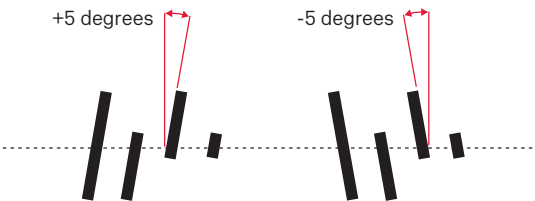
+5 degrees   -5 degrees

If a barcode is skewed both ways (code and bar), the combined skew must be less than 5 degrees.

4.2.4 Reflectance

"Reflectance" is the degree to which light reflects from a surface. Barcode reader devices are sensitive to the reflectance of the following:

• the printed barcode

• the space around the barcode

• the window material through which barcodes are scanned.

Spectral range

Barcode reader devices operate within the spectral range of 400 to 650 nanometers. Within this range, the following measurements must be met:

• maximum bar reflectance (Rb) is 25 per cent

• minimum space reflectance (Rs) is 50 per cent

The reflectance difference (MRD) must be greater than 50 per cent, where MRD is defined as follows:

$MRD = Rs - Rb > 50$ per cent

The Print Contrast Signal (PCS) must be greater than 0.75 where PCS is defined as follows:

$PCS = (Rs - Rb)/Rs > 0.75$

Opacity of the substrate

The material on which the barcode is printed (the "substrate") must be opaque, to prevent unwanted information showing through and obscuring the barcode. This requirement is met if the MRD is at least 50 per cent when the material is backed with a black surface having a reflectance below 5 per cent.

4.2.5 Barcode Quality Program

Australia Post provides the Barcode Quality Program (BQP) to both customers and suppliers to test the quality of barcodes prior to the print production stage. Information relating to the Barcode Quality Program is available on the Australia Post website at **auspost.com.au/bqp**.

For more information

Please contact your Australia Post
Account Manager or email us.

lettertracking@auspost.com.au

auspost.com.au